

PERFORMANCE MEASUREMENTS

RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1. Measurement	
Average Response Time For OSS Pre-Order Interfaces	
Definition:	
The average response time in seconds from the SWBT side of the Remote Access Facility (RAF) and return for pre-order interfaces (Verigate and DataGate) by function.	
Exclusions:	
<ul style="list-style-type: none"> • CLEC Errors which correspond with the provided list. • Timeouts are when the response time exceeds 120 seconds. This is indicative of system availability. 	
Business Rules:	
The clock starts on the date/time when the request is received at SWBT service and the clock stops on the date/time when the SWBT service has completed the transmission of the response to the CLEC. Measurement is at the LRAF facility. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by SWBT during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (SWBT will not schedule system maintenance during business hours.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Address Verification • Request For Telephone Number • Request For Customer Service Record (CSR) • Service Availability • Service Appointment Scheduling (Due Date) • Dispatch Required 	
Calculation:	Report Structure:
$\frac{\Sigma[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$	Reported on a CLEC and all CLECs basis by interface for DATAGATE and VERIGATE
Benchmark:	
No Benchmark	

2. Measurement		
Percent Responses Received within "x" seconds – OSS Interfaces		
Definition:		
The percent of responses completed in "x" seconds for pre-order interfaces (Veragate and DataGate) by function.		
Exclusions:		
<ul style="list-style-type: none"> • CLEC Errors which correspond with the provided list. • Timeouts are when the response time exceeds 120 seconds. This is indicative of system availability. 		
Business Rules:		
See Measurement # 1		
Levels of Disaggregation:		
<ul style="list-style-type: none"> • Address Verification • Request For Telephone Number • Request For Customer Service Record (CSR) • Service Availability • Service Appointment Scheduling (Due Date) • Dispatch Required 		
Calculation:		Report Structure:
(# of responses within each time interval ÷ total responses) * 100		Reported on a company basis by interface for DATAGATE and VERIGATE
Benchmark:		
Measurement	Datagate	Verigate
Address Verification	80% ≤ 5 sec; 90% ≤ 7 sec	80% ≤ 5 sec; 90% ≤ 7 sec
Request For Telephone Number	80% ≤ 5 sec; 90% ≤ 8 sec	80% ≤ 6 sec; 90% ≤ 9 sec
Request For Customer Service Record (CSR)	80% ≤ 6 sec; 90% ≤ 8 sec	80% ≤ 7 sec; 90% ≤ 10 sec
Service Availability	80% ≤ 7 sec; 90% ≤ 9 sec	80% ≤ 16 sec; 90% ≤ 19 sec
Service Appointment Scheduling (Due Date)	80% ≤ 2 sec; 90% ≤ 3 sec	80% ≤ 2 sec; 90% ≤ 3 sec
Dispatch Required.	80% ≤ 17sec; 90% ≤ 19 sec	80% ≤ 17 sec; 90% ≤ 19 sec

3. Measurement	
EASE Average Response Time	
Definition:	
Average screen to screen response from the SWBT side of the Remote Access Facility (RAF) and return.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
<p>The response time for a query is measured from the point in time when the CLEC customer service agent submits the query for information through a function key option on their keyboard into the OSS until the time when the OSS releases the information to the CLEC customer service agent by unlocking the keyboard for a new transaction. Response time is a combination of Network time, Host time and Fasterm time. Response time is accumulated for each query consistent with the specified reporting dimension, and then divided by the associated total number of queries received by SWBT during the reporting period.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$\frac{\sum[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$	Reported for all CLECs and SWBT by division name(CPU platform)
Benchmark:	
Parity	

4. Measurement	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is available compared to scheduled availability.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
<p>The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SWBT plans to offer and support CLEC access to SWBTs operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the SWBT interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "% system availability" measure.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$((\text{\# scheduled system available hours} - \text{unscheduled unavailable system hours}) \div \text{scheduled system available hours}) * 100$	<p>Reported on a company basis by interface e.g. EASE, DATAGATE, VERIGATE, LEX, EDI and TOOLBAR. The RAF will be reported for individual CLECs</p>
Benchmark:	
99%	

5. Measurement

Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of valid service request to return of confirmation to CLEC.

Exclusions:

- Rejected orders
- SWBT only Disconnect orders
- Orders involving major projects

Business Rules:

Start Date/Time can be either: LSR RECEIVE Date/Time or Manager Over-Ride LSR RECEIVE Date/Time End Date/Time can be either: DISTRIBUTION Date/Time or FAX Date/Time or Current Date (when the FAX Date/Time does not exist). If the start/time is outside of normal business hours then the start date/time is set to 8:00am on the next good business day. Examples: If the start date/time is outside of normal business hours then the start date/time is set to 8:00am on the next good business day: Example: If the request is received M-F between 8:00am to 5:00pm; the valid start time will be M-F between 8:00am to 5:00pm. If the actual request is received M-Th after 5:00pm and before 8:00am next day; the valid start time will be the next business day at 8:00am. If the actual request is received Fri after 5:00pm and before 8:00am Mon; the valid start time will be at 8:00am Mon. If the request is received on a Holiday (anytime); the valid start time will be the next business day at 8:00am. The returned confirmation to the CLEC will establish the actual end date/time.

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include M-F, 8:00am-5:30pm, excluding, holiday and weekends. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends and when requests are received outside normal working hours.

LEX/EDI

For LEX and EDI originated LSR's, the receive date and time is also dynamically populated on the SM-FID once all ordering edits are satisfied and the service order has a distribution date and time in SORD. The end date and time is recorded by both LEX and EDI and reflect the actual date and time the FOC is returned to the CLEC. This data is extracted daily from LEX and EDI and passed to our DSS (Decision Support System) where the end date and time are populated and are then used to calculate the FOC measurements. For LSR's where FOC times are negotiated with the CLEC the ITRAK entry on the SORD service order is used in the calculation. The request type from the LSR and the Class of Service tables are used to report the LSR's in the various levels of disaggregation. The Class of Service tables are based on the Universal Service Order practice.

VERBAL or MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by telephone or FAX. The receive date and times are recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The end times are the actual dates and times the paper FAX's are sent back to the CLEC. FAX end times are recorded and input into our DSS systems via an internal WEB application. Each FOC opportunity is dynamically established on the WEB application via our interface to SORD and the LSC must provide an end date and time for each entry, which depicts the date and time the FOC was actually faxed back to the CLEC. If a CLEC elects to accept an on-line FOC and does not require a paper FAX the FOC information is provided over the phone. In these instances the order distribution time is used in the FOC calculation on the related SORD service order to the appropriate SM-FID entry. These scenarios are identified by data populated on the ITRAK-FID of the service order. The ITRAK-FID is also used when FOC times are negotiated with the CLEC. The LSC will populate the ITRAK-FID with certain pre-established data entries that are used in the FOC calculation.

Levels of Disaggregation:

Manually submitted:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 24 Hours

Electronically submitted via LEX or EDI:

- Simple Res. And Bus. < 5 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 5 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 5 Hours

Calculation:

$(\# \text{ FOCs returned within "x" hours} \div \text{total FOCs sent}) * 100$

Report Structure:

Reported for CLEC and all CLECs.

Benchmark:

Simple Res & Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 90%

6. Measurement	
Average Time To Return FOC	
Definition:	
The average time to return FOC from receipt of valid service request to return of confirmation to CLEC.	
Exclusions:	
<ul style="list-style-type: none"> • Rejected Orders • SWBT only Disconnect orders • Orders involving major projects 	
Business Rules:	
See Measurement # 5	
Levels of Disaggregation:	
See Measurement # 5	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})] \div (\# \text{ of FOCs})$	Reported for CLEC and all CLECs
Benchmark:	
No Benchmark	

7. Measurement	
Percent Mechanized Completions Returned Within 1 Hour	
Definition:	
Percent mechanized completions returned within 1 hour for EDI and LEX.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
The elapsed time for an LSR is calculated based on the time of the last service order, which establishes service, being completed for an LSR and the SOC notification being created to the actual time LEX or EDI received the SOC notification and it is available to the client. The clock starts when the service order is posted to SORD. If a multi-line LSR, for example 10 lines, the stop time would be when the last of the 10 orders posted to SORD.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$(\# \text{ mechanized completions returned to CLEC within 1 hour} \div \text{total completions}) * 100$	Reported for CLEC and all CLECs for the electronic interfaces (EDI and LEX)
Benchmark:	
97%	

8. Measurement	
Average Time to Return Mechanized Completions	
Definition:	
Average time required to return a mechanized completion.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
The elapsed time for an LSR is calculated based on the time of the last service order being completed for an LSR and the SOC notification being created to the actual time LEX or EDI received the SOC notification and it is available to the client.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of Notice Of Completion Issued to the CLEC}) - (\text{Date and Time of Work Completion})] \div (\# \text{ of Orders Completed})$	Reported on CLEC and all CLECs for the electronic interfaces (EDI and LEX)
Benchmark:	
See measurement 7	

9. Measurement	
Percent Rejects	
Definition:	
The number of rejects compared to the issued orders for the electronic interfaces (EDI and LEX).	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
A reject is anything that is received via LEX or EDI that does not pass edit checks and is returned to the CLEC.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$\left(\frac{\text{\# of rejects}}{\text{total orders issued}} \right) * 100$	Reported on CLEC and all CLECs for the electronic interfaces (EDI and LEX)
Benchmark:	
Measurement is diagnostic, no benchmark required	

10. Measurement	
Percent Mechanized Rejects Returned Within 1 Hour of EDI/LSR	
Definition:	
Percent mechanized rejects returned within 1 hour of the start of the EDI/LASR batch process.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
The elapsed time for an LSR is calculated based on the time of the last service order being completed for an LSR and the SOC notification being created to the actual time LEX or EDI received the SOC notification and it is available to the client.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$\left(\frac{\text{\# mechanized rejects returned within 1 hour}}{\text{total rejects}} \right) * 100$	Reported for CLEC and all CLECs for the electronic interfaces (EDI and LEX)
Benchmark:	
97% within 1 hour of sending the reject notification	

11. Measurement	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
See Measurement # 10	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of Order Rejection}) - (\text{Date and Time of Order Acknowledgment})] \div (\# \text{ of Orders Rejected})$	Reported on CLEC and all CLECs for the electronic interfaces (EDI and LEX)
Benchmark:	
See Measurement 10	

12. Measurement	
Mechanized Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
This measurement compares the Due Date and/or Subsequent Due Date provided by FACS, with the SWITCH Date provided by MARCH. Example: If the Order is Due on 1/5/99 and it has a SWITCH Date of 1/5/99 (or earlier) then it was provisioned (or completed as ordered) accurately. If the SWITCH Date is later than 1/5/99 (or non-existent) then it was not provisioned accurately.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
(# of orders completed as ordered ÷ total orders) * 100	Reported by individual CLEC, CLECs and SWBT.
Benchmark:	
Parity	

13. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders or LSRs from entry to distribution that progress through SWBT ordering systems.	
Exclusions:	
<ul style="list-style-type: none"> • LEX/EDI Excludes Rejected orders • EASE includes orders with a valid distribution day • EASE includes resale orders, original SM Stamp = EA 	
Business Rules:	
The number of MOG Eligible orders that flow through SWBTs ordering systems (without manual intervention) and are distributed in SORD divided by the total number of MOG Eligible orders within the reporting period. For an order to flow through, the typing initials / location must equal the distributing initials / location.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • For CLEC typed orders and LSC typed orders 	
Calculation:	Report Structure:
(# of orders that flow through ÷ total orders) * 100	Reported by individual CLEC, CLECs and SWBT
Benchmark:	
Parity	

Billing

14. Measurement	
Billing Accuracy	
Definition:	
SWBT performs three bill audits to ensure the accuracy of the bills rendered to its customers: CRIS, CABS and toll/usage.	
Exclusions:	
<ul style="list-style-type: none"> Non-recurring charges are not part of the audit as SWBT has developed a test order process to ensure the accuracy of CRIS non-recurring charges. 	
Business Rules:	
<p>The purpose of the CRIS Bill Audit is to review and recalculate each service billed for each of the seven bill processing centers in the five states. Wholesale accounts are included in each processing center for every billing period. In the toll/usage bill audit, a sample of customer accounts is selected using an appropriate mix of USOCs and Classes of Service. The purpose of this audit is to ensure that monthly bills sent to the CLECs, whether it is for resale or unbundled services, and retail customers are rated accurately according to retail tariffs and CLEC contracts. For all accounts that are audited, the number of bills that have been released prior to correction (bills are audited for complete information, accurate calculations and are properly formatted) are counted as an error against the total bills audited.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> CLEC and non-CLEC 	
Calculation:	Report Structure:
(# of bills not corrected prior to bill release ÷ total bills audited) * 100	Reported for aggregate of all CLECs and SWBT for the CRIS, CABS and Usage bill audits
Benchmark:	
Parity	

15. Measurement	
Percent of Accurate And Complete Formatted Mechanized Bills	
Definition:	
The percent of monthly bills sent to the CLECs via the mechanized EDI process that are accurate and complete.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
The transmission date is used to calculate the total # of mechanized bills processed via EDI within the reporting period.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
(Count of accurate and complete formatted mechanized bills via EDI ÷ total # of mechanized bills via EDI.) * 100	Reported for CLEC and all CLECs
Benchmark:	
99%	

16. Measurement:	
Percent Of Usage Records Transmitted Correctly	
Definition:	
The percent of usage records transmitted correctly on the Daily Usage extract feed.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
Controls and edits within the billing system uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. The usage record data and the cycle date (when the bill was sent out) are used in the calculation of this measurement.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
(Count of usage records transmitted correctly ÷ total billing records transmitted) * 100	Reported for CLEC and all CLECs
Benchmark:	
95% within 6 th workday	

17. Measurement	
Billing Completeness	
Definition:	
Percent of service orders completed within the billing cycle that post in the CRIS or CABS billing systems prior to the customer's bill period.	
Exclusions:	
<ul style="list-style-type: none"> Access Service Orders billed through CABS 	
Business Rules:	
<p>The Billing Completeness Measure for the Mid-west is created from the Posted Service Order Data Base (PSOD). PSOD includes copies of all posted service orders for both the CRIS and CABS. PSOD includes the Bill Period, Completion Date, and Post Date for each Service Order as well as an On-Time/Late indicator created based on these dates. This On-Time/Late indicator is calculated as follows:</p> <ol style="list-style-type: none"> Determine the Bill Date, Completion Date and Post Date for each order. Calculate the Bill Date minus one month by subtracting one month from the Bill Date. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date and Post Date of the service order to determine if order is on-time or late: <ul style="list-style-type: none"> If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is Late. Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on-time. In all other cases, the order is Late. <p>The Billing Completeness Measure for each month is based on all orders that Post within that given month. The denominator of the measure is all orders with a month. The numerator is the total number of on-time orders for that same month. The Billing Completeness Measure calculation is completed for each CLEC, for all CLEC's and for all retail service orders. The CLEC orders for both CRIS and CABS are defined as all service orders that include the AECN or OCN FID. The retail orders are all CRIS orders that do not include an AECN.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> CLEC and non-CLEC 	
Calculation:	Report Structure:
(Count of on-time service orders included in current applicable bill period ÷ total service orders in current applicable billing period) *100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

18. Measurement	
Billing Timeliness (Wholesale Bill)	
Definition:	
Billing Timeliness measures the length of time from the billing date to the time it is made available to the CLECs.	
Exclusions:	
<ul style="list-style-type: none"> Excludes Weekends and Holidays 	
Business Rules:	
The transmission date is used to gather the data for the reporting period. The measure counts the number of workdays between the bill day and transmission date for each bill.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> none 	
Calculation:	Report Structure:
(Count of bills released on time ÷ total number of bills released) * 100	Reported for CLEC and all CLECs
Benchmark:	
95% within 6 th workday	

19. Measurement	
Daily Usage Feed Timeliness	
Definition:	
Usage information is sent to the CLECs on a daily basis. This usage data must be sent to the CLEC within 6 work days in order to be considered timely.	
Exclusions:	
<ul style="list-style-type: none"> Excludes Weekends and Holidays 	
Business Rules:	
This measure captures the elapsed time between the recording of the usage data generated either by the CLEC customers and the successful transmission of that usage data to the CLEC. Each usage record counts the number of workdays between the usage data date (the date the usage record is recorded) and the cycle date (the date the usage record is transmitted to the CLEC).	
Levels of Disaggregation:	
<ul style="list-style-type: none"> none 	
Calculation:	Report Structure:
(Number of usage feeds transmitted on time ÷ total number of usage feeds) * 100	Reported for CLEC and all CLECs
Benchmark:	
95% within 6 th workday	

20. Measurement	
Unbillable Usage	
Definition:	
The percent usage data that is unbillable.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
For CRIS billing, the total dollars for AMA/ECS written off is divided by the total CRIS AMA/ECS billing. For CABS, the total CABS uncollectible dollars is divided by total CABS billing. The end of the month cycle date is used as the start/stop time for the reporting period.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
(Total unbillable usage ÷ total usage) * 100	Reported for the aggregate of SWBT and CLECs
Benchmark:	
Aggregate measurement, no benchmark required	

Miscellaneous Administrative

21. Measurement	
Local Service Center (LSC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
<p>The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00am on the first calendar day to 11:59pm on the last calendar day of the month for the reporting period.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
Total queue time ÷ total calls	Reported for all calls to the LSC by operational separation and SWBT
Benchmark:	
Parity	

22. Measurement	
Local Service Center (LSC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Service Center (LSC) within a specified period of time.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes Weekends and Holidays 	
Business Rules:	
The total number of calls answered by the LSC beginning at 8:00am and ending at 5:30pm Monday through Friday within 20 seconds.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
Total number of calls answered by the LSC within a specified period of time ÷ Total number of calls answered by the LSC	Reported for all calls to the LSC by operational separation and SWBT
Benchmark:	
Parity	

23. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
See Measurement # 22	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$(\text{Count of blocked calls} \div \text{Total calls offered}) * 100$	Reported for all CLECs and SWBT
Benchmark:	
Parity	

24. Measurement	
Local Operations Center (LOC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
<p>The clock starts when the customer enters the queue and the clock stops when the a SWBT representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance.</p> <p>Data is accumulated from 12:00am on the first calendar day to 11:59pm on the last calendar day of the month for the reporting period.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
$\text{Total queue time} \div \text{total calls}$	Reported for all calls to the LOC for all CLECs and SWBT
Benchmark:	
Parity	

25. Measurement	
Local Operations Center (LOC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Operations Center (LOC) within a specified period of time.	
Exclusions:	
<ul style="list-style-type: none"> Excludes Weekends and Holidays 	
Business Rules:	
The total number of calls answered by the LOC beginning at 8:00am and ending at 5:30pm Monday through Friday within 20 seconds.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> none 	
Calculation:	Report Structure:
Total number of calls answered by the LOC within a specified period of time ÷ Total number of calls answered by the LOC	Reported for all calls to the LOC by operational separation and SWBT retail (Repair Bureau)
Benchmark:	
Parity	

26. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
<ul style="list-style-type: none"> none 	
Business Rules:	
See Measurement # 25	
Levels of Disaggregation:	
<ul style="list-style-type: none"> none 	
Calculation:	Report Structure:
(Count of blocked calls ÷ Total calls offered) * 100	Reported for all CLECs and SWBT
Benchmark:	
Parity	

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT

Provisioning

27. Measurement	
Mean Installation Interval	
Definition:	
Average business days from application date to completion date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Field Work orders – excludes customer requested due dates greater than 5 business days • No Field Work orders – excluded if order applied for before 3:00pm; and the due date requested is not same day; and if order applied for after 3:00pm; and the due date requested is beyond the next business day • Excludes all orders except N, T, and C orders • Excludes Weekends and Holidays 	
Business Rules:	
<p>The clock starts on the Application Date, which is the day that SWBT receives a correct Service Order. The clock stops on the Completion Date that is the day that SWBT personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00pm and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00pm and Application Date = Distribution Date and Due Date is 1 business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then ((Completion – Next Business Day) + 1). UNE COMBOs, are reported at order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
$\frac{[\Sigma(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
<p>POTS – Parity between SWBT retail and CLEC.</p> <p>UNE Combo – Parity between CELC and SWBT retail 'N' orders.</p>	

28. Measurement	
Percent Install Complete in "X" Days	
Definition:	
Measure of orders completed within 5 business days for FieldWork (FW) orders and 3 business days for No FieldWork (NFW) orders, of application date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Field Work orders – excludes customer requested due dates greater than 5 business days • No Field Work orders – excluded if order applied for before 3:00pm; and the due date requested is not same day; and if order applied for after 3:00pm; and the due date requested is beyond the next business day • Excludes all orders except N, T, and C orders • Excludes Weekends and Holidays 	
Business Rules:	
<ul style="list-style-type: none"> • The clock starts on the Application Date, which is the day that SWBT receives a correct Service Order. The clock stops on the Completion Date that is the day that SWBT personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00pm and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00pm and Application Date = Distribution Date and Due Date is 1 business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then ((Completion – Next Business Day) + 1). UNE COMBOs, are reported at order level. 	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
FW: (Count of orders installed within 5 business days ÷ total number of orders) * 100 NFW: (Count of orders installed within 3 business days ÷ total number of orders) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT retail 'N' orders.	

29. Measurement	
Percent SWBT Caused Missed Due Dates	
Definition:	
Percent of N,T,C orders where installation was not completed by the due date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Excludes orders that are not N, T, or C 	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the SWBT representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.</p> <p>On UNE COMBOs, the source is WFA (Work Force Administration) and is at an item or circuit level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of N,T,C orders not completed by the due date ÷ total number of orders) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
<p>POTS – Parity between SWBT retail and CLEC.</p> <p>UNE Combo – Parity between CELC and SWBT retail ‘N’ orders.</p>	

30. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates.	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C Excludes company delayed orders as a result of lack of facilities 	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the SWBT representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.</p> <p>On UNE COMBOs, the source is WFA (Work Force Administration) and is at an item or circuit level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> Business class of service Residence class of service <p>UNE Combo - None</p>	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{due date}) \div (\text{total \# of orders})$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
<p>POTS – Parity between SWBT retail and CLEC.</p> <p>UNE Combo – Parity between CELC and SWBT retail ‘N’ orders.</p>	

31. Measurement	
Percent SWBT Caused Missed Due Dates > 30 days	
Definition:	
Percent of orders where installation was completed greater than 30 days following the due date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Excludes orders that are not N, T, or C 	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the SWBT representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.</p> <p>On UNE COMBOs, the source is WFA (Work Force Administration) and is at an item or circuit level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of orders completed greater than 30 calendar days following the due date ÷ total # of orders completed) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
<p>POTS – Parity between SWBT retail and CLEC.</p> <p>UNE Combo – Parity between CELC and SWBT retail 'N' orders.</p>	

32. Measurement	
Percent SWBT Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percent N,T,C orders with missed committed due dates due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C 	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the SWBT representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.</p> <p>On UNE COMBOs, the source is WFA (Work Force Administration) and is at an item or circuit level. The lack of facilities is selected based on the missed reason code.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> Business class of service Residence class of service <p>POTS / UNE Combo</p> <ul style="list-style-type: none"> > 30 calendar days > 90 calendar days 	
Calculation:	Report Structure:
(Count of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100 (Calculated monthly based on posted orders)	Reported for CLEC, all CLECs and SWBT Retail for POTS
Benchmark:	
<p>POTS – Parity between SWBT retail and CLEC.</p> <p>UNE Combo – Parity between CELC and SWBT retail 'N' orders.</p>	

33. Measurement	
Average Delay Days For Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes orders that are not N, T, or C • Excludes No Field Work (NFW) 	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the SWBT representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.</p> <p>On UNE COMBOs, the source is WFA (Work Force Administration) and is at an item or circuit level. The lack of facilities is based on the missed reason code.</p>	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE Combo - None	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{due date}) \div (\text{total \# of orders completed})$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT retail 'N' orders.	

34. Measurement	
Count of Orders Canceled After the Due Date (SWBT caused miss)	
Definition:	
A count of the total number of orders that were canceled after the order became due. Only orders canceled with SWBT missed codes are included.	
Exclusions:	
<ul style="list-style-type: none"> Customer delayed orders. 	
Business Rules:	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service POTS / UNE Combo <ul style="list-style-type: none"> Count is divided into 1-30 delay days / 31-90 delay days / > 90 delay days 	
Calculation:	Report Structure:
Cancel Date > Due Date	Reported for individual CLECs and the aggregate of all CLECs and SWBT
Benchmark:	
Diagnostic, no benchmark required	

35. Measurement	
Percent Trouble Report Within 10 Days (I-10) of Install	
Definition:	
Percent of N,T,C orders that receive a network customer trouble report within 10 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports and all disposition code "13" reports (excludable reports) • Excludes reports caused by customer provided equipment (CPE) or wiring • Excludes trouble report received on the due date 	
Business Rules:	
Includes reports received the day after SWBT personnel complete the service order through 10 calendar days after completion.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT retail 'N' orders.	

36. Measurement	
Percent No Access (% of Trouble Reports with No Access)	
Definition:	
Percent of Field Work (FW) orders with a status of "No Access".	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Excludes all orders that are not N,T, or C • Only Fieldwork 	
Business Rules:	
SWBT personnel set the "No Access" flag when access cannot be obtained to the customer's premis.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of orders that are no accessed ÷ Total orders	Reported for CLEC, total CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT retail 'N' orders.	

Maintenance

37. Measurement	
Trouble Report Rate	
Definition:	
The number of customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none"> Excludes reports caused by customer provided equipment (CPE) or wiring Excludes all disposition "13" reports (excludable reports) This measurement is only valid for line counts of 300,000 or greater 	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷ 100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT Business and Residence combined.	

38. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
<ul style="list-style-type: none"> Excludes all disposition code "13" reports (excludable reports) 	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that SWBT personnel clear the repair activity and complete the trouble report. If this is after the Commitment time, the report is flagged as a 'Missed Commitment'.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service POTS / UNE Combo <ul style="list-style-type: none"> Dispatch No Dispatch 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT Business and Residence combined.	

39. Measurement	
Receipt To Clear Duration	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports and all disposition code "13" reports (excludable reports) 	
Business Rules:	
The clock starts on the date and time SWBT receives a correct repair request. The clock stops on the date and time that SWBT personnel clear the repair activity and complete the trouble report.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service POTS / UNE Combo <ul style="list-style-type: none"> Dispatch No Dispatch 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time ticket is cleared with customer}) - (\text{Date and time ticket received})] \div \text{Total customer trouble reports}$	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT Business and Residence combined.	

40. Measurement	
Percent Out Of Service (OOS) < 24 Hours	
Definition:	
Percent of OOS trouble reports cleared in less than 24 hours.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports and all disposition code "13" reports (excludable reports) Excludes reports marked as "No Access" to customer premis Excludes Affecting Service reports 	
Business Rules:	
<p>Customer trouble reports are cleared within 24 hours when:</p> <ul style="list-style-type: none"> The customer report is received Monday through Friday cleared within 24 hours. The customer report is received Saturday and cleared within 48 hours. The customer report is received Sunday and cleared before midnight Monday. Holidays are excluded. 	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
$\left(\frac{\text{Count of OOS trouble reports} < 24 \text{ hours}}{\text{total number of OOS trouble reports}} \right) * 100$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT Business and Residence combined.	

41. Measurement	
Percent Repeat Reports	
Definition:	
Percent of customer trouble reports received within 10 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open Excludes disposition code "13" reports (excludable reports) Excludes reports caused by customer provided equipment (CPE) or wiring 	
Business Rules:	
Includes customer trouble reports received within 10 calendar days of an original customer report.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT Business and Residence combined.	

42. Measurement	
% No Access (% of Trouble Reports with No Access)	
Definition:	
Percent of dispatched customer trouble reports with a status of "No Access".	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports and all disposition code "13" trouble reports (excludable reports) Excludes reports that are Not Disptached 	
Business Rules:	
SWBT personnel set the "No Access" flag when access cannot be obtained at the customer's premis.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of trouble reports with a status of "No Access" to customer's premis ÷ Total dispatched customer trouble reports	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity between SWBT retail and CLEC. UNE Combo – Parity between CELC and SWBT Business and Residence combined.	

RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT (EXCLUDES "ACCESS" ORDERS)

Provisioning

43. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N,T,C orders by item.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes circuits that have greater than 20 business days • Excludes Weekends and Holidays 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
$[\Sigma(\text{completion date} - \text{application date})] \div (\text{Total number of orders completed})$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

44. Measurement	
Percent Installations Completed Within "X" Business Days.	
Definition:	
Percent installations completed within "x" business days.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes circuits that have due date elapsed time greater than 20 business days 	
Business Rules:	
See Measurement # 43	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
(Count of N,T,C orders by item installed within business "x" business days ÷ total N,T,C orders by item) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

45. Measurement	
Percent SWBT Caused Missed Due Dates	
Definition:	
Percent of N,T,C orders where installations were not completed by the due date.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C 	
Business Rules:	
The Due Date is the negotiated date by the customer and the SWBT representative for service activation. The Completion Date is the day that SWBT personnel complete the service order activity. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
(Count of N,T,C orders by item with missed due dates excluding customer caused misses ÷ total number of N,T,C orders by item) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

46. Measurement	
Delay Days For SWBT Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed order due date}) \div (\# \text{ of posted orders})$	Reported for CLEC, all CLECs and SWBT Retail Specials
Benchmark:	
Parity	

47. Measurement	
Percent SWBT Caused Missed Due Dates > 30 days	
Definition:	
Percent of N,T,C orders where installation was completed greater than 30 days following the due date, excluding customer caused misses.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C 	
Business Rules:	
See Measurement # 46	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
Count of N, T, C orders completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of N, T, C orders) * 100.	Reported for CLEC, all CLECs and SWBT for Retail Specials
Benchmark:	
Parity	

48. Measurement	
Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percent N,T,C orders by item with missed committed due dates due to lack of facilities	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C 	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is selected based on the missed reason code. The lack of facilities is based on the missed reason code.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
(Count of N,T,C orders by item with missed committed due dates due to lack of facilities ÷ total N,T,C orders by item) * 100	Reported for Specials Resale by CLEC, all CLECs and SWBT Retail. Reported for > 30 calendar days & > 90 calendar days
Benchmark:	
Parity	

49. Measurement	
Average Delay Days Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is based on the missed reason code.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{Committed order due date}) \div (\# \text{ of completed orders})$	Reported for CLEC, all CLECs and SWBT Retail Specials
Benchmark:	
Parity	

50. Measurement	
Count of orders canceled after the Due Date (SWBT Caused) – SPECIALS - Provisioning	
Definition:	
A count of the total number of orders that were canceled after the order became due. Only orders canceled with SWBT missed codes are included.	
Exclusions:	
<ul style="list-style-type: none"> • UNE, POTS and Interconnection Trunk 	
Business Rules:	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale • The count will be divided into 1-30, 31-90 and > 90 	
Calculation:	Report Structure:
Cancel Date > Due Date	Reported for individual CLECs and the aggregate of all CLECs.
Benchmark:	
Diagnostic, no benchmark required	

51. Measurement	
Percent Trouble Report Within 30 Days (I-30) of Install	
Definition:	
Percent of N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an add in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
(Count of N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion ÷ total N,T,C orders by item (excludes trouble reports received on the due date)) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

Maintenance

52. Measurement	
Mean Time To Restore	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) and the actual duration field is used. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
$\frac{\sum[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})]}{\text{total network customer trouble reports}}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

53. Measurement	
Percent Repeat Reports	
Definition:	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk 	
Business Rules:	
A trouble report is counted if it is flagged on WFA (Work Force Administration) that indicates it qualifies as a repeat report. A trouble report is only counted as a repeat once per original ticket. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

54. Measurement	
Failure Frequency	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks 	
Business Rules:	
A trouble report is counted if it is flagged on WFA (Work Force Administration) and divided by the cumulative circuit count. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale 	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total Resold circuits ÷ 100)]	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N,T,C orders excluding customer caused misses and customer requested due date greater than "x" business days. The "x" business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos • Exclude orders that are not N, T, or C • Excludes customer requested due dates greater than "x" business days • Excludes customer caused misses • Excludes Weekends and Holidays 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNES contained in the UNE price schedule 	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of orders completed})$	Reported for CLEC and all CLECs
Benchmark:	
Diagnostic	

56. Measurement	
Percent Installations in "X" Days	
Definition:	
Percent installations completed within "x" business days excluding customer caused misses and customer requested due date greater than "x" business days.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos • Exclude orders that are not N, T, or C • Excludes customer requested due dates greater than "x" business days • Excludes customer caused misses 	
Business Rules:	
See Measurement # 55	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
Count of N,T,C orders installed within business "x" business days ÷ total N,T,C orders) * 100	Reported for CLEC and all CLECs
Benchmark:	
95% within "X" days	

57. Measurement	
Percent SWBT Caused Missed Due Dates	
Definition:	
Percent of UNE N,T,C orders where installations are not completed by the negotiated due date excluding customer caused misses.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos • Exclude orders that are not N, T, or C • Excludes customer caused misses 	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
Count of N,T,C orders with missed due dates excluding customer caused misses ÷ total number of UNE N,T,C orders) *100	Reported for CLEC and all CLECs
Benchmark:	
Parity	

58. Measurement	
Delay Days For SWBT Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos • Excludes orders that are not N, T, or C 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed order due date}) \div (\# \text{ of posted orders})$	Reported for CLEC and all CLECs
Benchmark:	
Parity	

59. Measurement	
Percent SWBT Caused Missed Due Dates > 30 days	
Definition:	
Percent of N,T,C orders where installation was completed greater than 30 days following the due date, excluding customer caused misses.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks 	
Business Rules:	
See Measurement #58	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
$(\text{Count of N, T, C orders completed greater than 30 days following the due date, excluding customer caused misses} \div \text{total number of N, T, C orders}) * 100$	Reported for CLEC and all CLECs
Benchmark:	
Parity	

60. Measurement	
Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percent N,T,C orders with missed committed due dates due to lack of facilities	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos • Excludes orders that are not N, T, or C 	
Business Rules:	
<p>The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the missed reason code.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
Count of N,T,C orders with missed committed due dates due to lack of facilities ÷ total N,T,C orders) * 100	<p>Reported by CLEC, all CLECs</p> <p>Reported for > 30 calendar days & > 90 calendar days</p>
Benchmark:	
Parity	

61. Measurement	
Average Delay Days Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed orders due to lack of facilities	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos • Excludes orders that are not N, T, or C 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the missed reason code.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed order due date}) \div (\# \text{ of completed orders})$	Reported for CLEC and all CLECs for UNEs contained in the UNE price schedule
Benchmark:	
Parity	

62. Measurement	
Count of orders canceled after the Due Date (SWBT Caused) – UNE - Provisioning	
Definition:	
A count of the total number of orders that were canceled after the order became due. Only orders canceled with SWBT missed codes are included.	
Exclusions:	
<ul style="list-style-type: none"> • none 	
Business Rules:	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
Cancel Date > Due Date	The count will be divided into 1-30, 31-90 and > 90. Reported for individual CLECs and the aggregate of all CLECs
Benchmark:	
Diagnostic, no benchmark required	

63. Measurement	
Percent Trouble Report Within 30 Days (I-30) of Install	
Definition:	
Percent UNE N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos • Excludes orders that are not N, T, or C 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an add in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • for UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
(Count of UNE N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNE N,T,C orders by item (excludes trouble reports received on the due date)) * 100	Reported for CLEC and all CLECs
Benchmark:	
Parity	

Maintenance

64. Measurement	
Trouble Report Rate	
Definition:	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) and divided by the cumulative circuit count. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule 	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	

65. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percent of trouble reports not cleared by the commitment time for company reasons.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos 	
Business Rules:	
The commitment time is defined as 24 hours. The close date minus the receive date must be 0 or it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • "POTS type" loops (2-Wire Analog 8dB Loop) 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and SWBT
Benchmark:	
Parity	

66. Measurement	
Mean Time To Restore	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • UNE Combos 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) and divided by the cumulative circuit count. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule by dispatch and no dispatch 	
Calculation:	Report Structure:
$\frac{\sum[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})]}{\text{total network customer trouble reports}}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity	